



DEVELOPMENT & IMPLEMENTATION GROUP (DIG) MEETING

AGENDA

Wednesday, 3/12/14

9 a.m. — 4 p.m. CT

Videoconference @ All Locations

ACTION

1. Note Taking at DIG Meetings

Mark

Staff have asked where minutes are posted for the different groups that meet. Wiki's have been created for all the groups (Office Directors, Program Team, Associate Committee, etc.) and their agendas will be posted updated with the minutes after the meeting on each of the Wiki's. Mark asked for a volunteer to take the minutes for this meeting today. Cheryl volunteered to take today's minutes.

INFORMATION

1. Director Update

Mark

Mark shared that in Congress there is a lot of pre-conferencing going on moving RSA to Labor. Mark Mason had received a newsletter that mentioned this and shared it with Mark Schultz who shared it with CSAVR who was not aware that the movement to move RSA had been rekindled. It's quite possible something will happen this year.

Mark took the new Commissioner to visit the Lincoln office last week. He was very impressed with the office and staff and their attitude. Talked about VR with our focus on clients and how we work with clients that the Dept. should think about their customers as clients like we do. The Commissioner's philosophy matches with Mark's very well and is very forward thinking.

The Commissioner did a presentation about the history of Dept. of Ed that is on the NDE website.

Data Dashboard - showed the Dashboard and it is now available for everyone. Cheryl can help you understand the dashboard if you have questions. Asked the OD's to look at their team information to see if what they see makes sense.

He has all the information from the PD's and OD's on reports and information they would like in reports and those will be incorporated as we go on. Voc Eval and Placement have some needs that they have asked for. If there is something that is a primary need to let Cheryl or Mark know and they will work with the Change Committee on prioritizing things for the Data Dashboard.

2. CAP Report

Vicki

- see attached CAP Report
- Outreach Plan

The CAP report had been sent out with the agenda. There was no discussion for the group.

Outreach Plan: Vicki reminded the OD's that their outreach plan for monitories is due to Vicki by April 1.

3. Committee Updates

- Employment

Jim

Jim was not available so Mark Schultz provided a report. The Lincoln office is going to pilot Progressive Employment with some TR students. It's a way to provide marketing to business. What Vermont is doing is providing training stipends to clients who want to pursue a certain job that they don't have experience in. They talk to business about our providing a range of services, like tours, an OJE experience, etc. It removes the risk that we have when we place someone on a job or on an OJT, as we are not asking the employer to consider hiring this client. Vermont reports that even businesses that say they don't have any openings if they accept an OJE the businesses 53% of the time have actually hired the consumer. It's about developing relationship with businesses not selling a client. We have a videoconference with the Vermont people, the researchers and the Lincoln staff in April and after that the pilot will start.

Jim and Ryan attended a 503 meeting with about 50 major companies in Omaha and feels that it will help in making inroads with those businesses.

- Transition

Mark M.

Working on developing a FAQ segment to make available to school newsletters. Has developed a list of schools with the VR contact that has been posted to our external web site. This allows schools/parents/VR staff to see who their school rep is.

Angela Janet and Mark working on developing an IPE booklet to be used with all staff, students and adults.

The Transition Committee has two new members, Tobias Orr-Lincoln and Gerry Ussery-Scottsbluff.

- Evaluation

Janet

Gil is no longer doing the bulk ordering except for asset and compass so it is up to the offices to order what they need. Janet is ordering Kenexa. Developed a new cashier assessment and cash registers have been delivered to the offices. Thanks to Keri Valerie Moreno Tucker will be coming to Nebraska for training in May. The DD Council and TACE will be paying for the cost of this training. State Autism Coordinators will also be at this training. It will be the launch of this cooperative program with the Autism Coordinators and VR.

- Consumer Input

Vicki

Nothing new to report.

- Counselor

Angela

Just in the beginning stages of reconvening the Counselor committee. Most offices have identified a

member. Their first meeting will be April 14.

- Leadership

Pat

Last met face to face in October. Divided into 3 groups and all 3 groups using 3 different problem solving techniques (1) fishbone, (2) 6 thinking hats and (3) affinity diagram to address one of the three problems that Mark had selected.

From the topics submitted Mark selected the top 3 for the LC to work on:

- Increasing referrals - quality and type
- Establishing uniform consistency across the teams
- * Establishing consistency within the teams

At the videoconference meeting in Dec was a report on how that went with their teams was shared. Their next face to face meeting is in March.

- Associate

Cheryl

The Associate committee had their first meeting in January and are meeting monthly on the 2nd Thursday from 10-noon. At their first meeting they identified some goals to work on including: going paperless, establish consistency on processes and task note headers.

DISCUSSION

1. (9 a.m.) Travel

Cathy

- Calendar entries
- Current policy on using a state car vs. personal car and mileage reimbursement

Calendar entries - The Dept. has changed their policy and is requiring documentation for approved travel. For VR they acknowledge that we track our travel on our calendars. The Dept. is not going to require us to send a copy of our calendar each time we submit an expense document but they will be going in periodically to see that the travel is on our calendars. Please remind staff that they must have their calendars up to date and include all their travel as if the Dept. checks our calendars and finds the travel missing they will start requiring us to provide documentation with each expense reimbursement document.

Personal mileage - Two issues: if going to the office to get a state car actually adds miles to the trip when the staff person lives between the office and the destination and staff are sometimes reluctant to leave their personal car in the office parking lot on overnight trips.

Decision: It was decided for **overnight travel only** if going to the office to get a state car adds additional miles to the trip that staff can use their personal car, they would be reimbursed at the lower rate however. If your office has leased cars the leased car must be used.

2. Cell Phones

Cathy

- Business cards and phones
- Process for reassignment of cell phones

Business cards: it is possible to get temporary business cards for new people until you/they are sure

what their phone number will be. Staff have been ordering a full order of business cards with an office number listed and then 2 months later they get a cell phone and then another full order of business cards are ordered. OD's should make sure that for staff they are unsure whether they will have a cell phone or not to order a smaller, temporary order of Business cards until a phone decision is made.

Cell phones: OD's will keep the cell phones when a staff person leaves if it is going to be used for the new employee. Do not send them to the State Office. **Cinda will be the contact now instead of Cathy.** If the staff person moves to another office and has a cell phone they can either take it with them or leave it with their old office and get a new one at their new office. The two OD's it affects should work out this decision.

3. Background Screening

Gordon

- Discussion on adding a 4th criteria for a client background screen when staff are not certain that a client is being honest about their criminal history

Seeing a significant increase in the number of consumers who have felony convictions. The issue is clients are not always honest about their criminal past. In the past few weeks there have been four clients who haven't been honest about their background and then an employer does a background check and their convictions show up and then they don't get the job.

Gordon would like to add a 4th requirement to the current Background Screen Policy: when staff has a very strong suspicion that the client has a criminal background that a background screen could be requested. we won't add another category.

Discussion: the risk is more on the side of staff having suspicions and do a screen and then they were wrong - Vicki had a CAP case where this happened and it was very difficult situation. We don't want staff in the position to make these decisions based on a "feeling" as that is too subjective.

Angela suggested that during one of the planning meetings with a client in talking about criminal backgrounds that they Google the client and see what comes up. This gives staff a non threatening way with the client to discuss their background and if there are issues how they can be addressed.

Decision: we won't add another category to allow staff to request a background screen based on a feeling or other information that wasn't given by the client.

4. Gas Policy

Brigid, Lisa

- Does VR follow the same requirements with making sure the client is a valid driver, has a registered vehicle, etc. as we do when we do car repairs?

One of the Norfolk teams use the policy for car repairs for clients they purchase gas for - meaning they have a license, registered vehicle. They wondered what other teams do when purchasing gas, do they have any requirements. Other teams reported they do not have any requirements.

Decision: We won't start requiring this for gas purchase.

5. Signature Requirement

Brigid, Lisa

- When doing Plan Amendments or Amendment at outcome, could clients snapshot their plan and email us the picture? Would that meet the signature requirement? Is this something we could also do with receipts?

Decision: we can use a snapshot of a client's signed IPE/amendment to meet our signature

requirements. We can also accept a snapshot of the receipts

6. Office Director and Program Training and Support Roles and Responsibilities

Amelis

Amelis felt that when she had a lot of new staff that it was hard to schedule a PD to provide training and how can we make this process work better?

Suggestions:

- list in the staff directory the areas the PD's would be able to train on
- when the OD identifies an area that needs training then the OD sends an email to the PD group and the PD group can decide on who is available to do the training
- use the Critical Skills Checklist to develop the training plan of who, how and when training will be provided as how it is being used now is not helpful

Bottom Line: what we are doing now is not working. – Cheryl will get a group of PD's and OD's to discuss how we can improve our training for new staff: Those who volunteered are:

Amelis

Terry W

Jackie

Janet

Angela

Jen

7. 30 Day Contact with Clients

Angela, Pat

Angela received feedback from some teams and our intent is for good customer service and timely service. This 30 day contact is in our state plan and we are in the process of doing a new state plan and instead of coming up with exceptions should we come up with a different standard?

It actually came out of the Leadership Council and the SRC has also discussed this standard and felt it was good customer service.

Mark will put it back on the Leadership Council agenda for the next meeting (end of March) as this is where it originated.

A lot of discussion - those in favor of the standard of 30 days and those who believe it should only be set up as when the client needs it - individualized. The issue is even if we say it will be individualized and set up with the client needs it is too easy to not keep up with contact. Our experience has been when we didn't have the standard that staff did not keep up with contacts.

Someone asked if the last task note be identified on the flow sheet? We can put it on the QE2 Change Committee.

Mark: agrees that there are exceptions to the standard and as long we document that in a task note he is okay with that. He feels the 30 days standard is a way for us to be proactive instead of reactive. We can look at automating some of these contacts within in the system - MyVR can also be a tool to help with this.

8. Extended Eligibility

Cheryl

- What constitutes exceptional and unforeseen circumstances in order

to extend eligibility?

Cheryl had sent out information regarding the rules about Extended Eligibilities and some examples of inappropriate extensions. Two themes emerged – we are delaying Eligibility for Planning reasons and we are delaying Eligibility on SSA beneficiaries.

SSA Beneficiaries are automatically eligible as it is presumed that they can benefit and work. Delaying Eligibility for Planning purposes is not appropriate as these are two separate decisions. The OD's will discuss this topic at their team meetings to address these two issues.

9. Supported Employment (Developmental Disabilities) & DD Hours

Mark M., Judy

Issue: DD provider believed that they couldn't access the milestones payment system.

DD vocational hours are their extended support hours. One DD provider says it's double dipping (DD and VR) and so won't utilize us but then they won't do SE either.

Mark S has had beginning talks with Jodi Fenner about changing how DD and VR work together with SE clients which may address some of these issues, however, continued talks and any changes will not be occur until sometime next fall.

Currently we are providing SE services and working with DD and we need to continue doing that.

10. New Staff Training

Angela and Janet

The Program Team has started working on making changes to New Staff Training and how it is presented to new staff.

Suggestion:

- Develop short videos about different processes and present a different process weekly via a videoconference. After the videoconference the OD would make sure the new staff person had an opportunity to do that process in that week. For example, one week Eligibility, next week IPE's, the next week Supported Employment.
- Discussed putting some videos on-line of things that don't change.

Brigid shared that she believes the best part of coming to the State Office for training is getting the big picture and making the connections with other new staff.

Terry W feels that we need to separate out the process and how to make decisions - don't think we do that very well and how we need to better train on these things.

Consensus that we need more timely training.

The work group that has been set up to look at #6 will also address this topic.

11. Training Modules & Videos

Pat

We need to clean up modules that are on VRIS as many of them don't have active links and many of them are very old and are any being used?

The Training Workgroup will work on this also!

12. Critical Skills Checklist

Cheryl

- How do we use it more effectively?

This topic was covered during the #6 Training topic.

13. Client Responsibilities/Commitment

Cheryl

- How to document on the IPE and in QE2

Cheryl had sent out a proposal of how to address adding client responsibilities to their IPE in QE2 and there was no additional comments so this will be added to the QE2 Change Committee.

14. I-9's

Pat, Cathy

The Policy is the I-9 must be here 7 business days before the person starts the job, this is true for new employee hires and clients. State Personnel does all the e-verifying and there is a financial penalty when all the forms are not done before the start date of the job. We are getting more and more I-9's in where the client has started the OJE or in some cases has already completed the OJE. The same is true for new hires, the I-9 must be submitted 7 days before the client starts the job or at the very least the day before they start the job.

if you know a client is going to be on a paid OJT/OJE fill out the forms as much as possible ahead of time and signed by client. Then when the start date of the job is known that can be filled in and sent in immediately.

Concern is that if we continue to submit the I-9 paperwork after the client has started the job or has completed the OJE they will stop allowing us to put clients on paid OJT/OJE's.

Office Directors – for new hires must get necessary paperwork in 7 business days before start date. Pat acknowledged that for some new hires who have to move to their new job that this may not always be possible then it should be done as soon as the person gets into town.

If staff want/need training on I-9's to contact Amy Spellman.

15. IT

Tibor, Laura

- Video Streaming
- Consumer Printers
- Copiers/faxing
- iPads

Video Streaming:

We tested streaming meetings last fall through NET. The cost is \$30 per hour (a \$10 discount NET is giving us because we tested it for them last fall). When meetings are streamed you cannot participate in the meeting just listen. Works best with iPads. Do we want to do this? Decided no, we won't stream meetings. Now with each group/committee is posting their minutes on VRIS staff can read what happened at those meetings.

We may consider it for the State Plan Public Meetings however.

Copiers/Faxing:

All copiers support printing from our computers and we are moving to using copiers for printing to reduce the number and support of printers in the offices. We are working on setting up the fax capability from our computers to the copiers set up.

Consumer Printers:

Currently we have dedicated printers for computers consumers because we didn't want them picking up their printing at the staff printers as they may have to rifle through printing that would not be appropriate for them to see. The question is do we continue to need dedicated printers for the consumer computers. Some staff shared they always pick up the printing for the consumer so no need for a consumer printer. Tibor will email all the OD's and the OD's can discuss with their teams and then reply to Tibor their preference.

iPads :

Tibor has developed a document of a couple of things that must be done to an iPad when a staff person leaves that will be the responsibility of the OD. Then the iPad will be sent to Tibor and Laura **with all the cables**. They will finish resetting the iPad for the next user.

16. ATP/VR Change: Prosthesis and Orthotics Process

Judy

Leslie approached Judy and Mark about the prosthesis policy. They require a prescription and are a prescriptive item and covered by Medicaid rates. We are going to take prosthesis & orthotics off the mandatory referral list for ATP.

16. Criminal Background Policy

Jen

We are looking at some changes to the Background Policy. Staff send in a request for Background screen and sometimes fingerprints are required when it goes to out of state. If Legal has to send the screen to out of state places this will take longer. When that happens staff have called Legal and asked if they can just get the Nebraska Background Information. This is not appropriate as it is getting only half the information.

Jen is proposing that when they have questions or want to stop a screen staff call her and she can work through it with the staff on what will be done with the screen. It was decided to do this.